

IN THE CLAIMS:

1 - 42. (Canceled)

43. (New) A method initiated by a customer at a telecommunication instrument comprising the steps of:

establishing a communication session with a remote party, said communication session consisting of communication originating from the customer and communication originating from the remote party;

requesting authorization code from said remote party to record said communication that originates from said remote party;

when a code is provided by said remote party, storing said communication originating from said remote party in a memory, and in association therewith storing said code;

after termination of said communication session, developing a set of keywords for indexing the stored communication by

(a) providing to said customer an opportunity to enter said keywords,

(b) providing to said customer an opportunity to make changes to system-selected keywords, or

(c) applying an artificial intelligence process to select keywords from the stored communication; and

indexing the stored communication in a database based on said set of keywords.

44. (New) The method of claim 43 where said communication that originates from said remote party is stored in encrypted form, and said method further comprises a step of sending to the remote party a decryption key for decrypting the encrypted and stored communication.

45. (New) The method of claim 43 further comprising a step of storing in said database communication originating by said customer.

46. (New) The method of claim 43 further comprising the steps of

searching said database based on one or more of said keywords or based on said system-selected words to identify a communication session that is stored in said database;
and
retrieving the identified communication session.